

CHATGPT RESPONSES MAY NOT USE MEMORY OR CONTEXT

OPERATIONAL SIGNAL

DOMAIN: CAP – Capability | CONFIDENCE LEVEL: Preliminary

INSTITUTIONAL DIMENSIONS: Authority | Attribution | Visibility | Escalation | Continuity

Signal ID	Platform	Source	Audience	Status	Date
SIG-CAP-002	OpenAI (ChatGPT)	Link	Senior leaders, governance professionals	Pilot	2026-04-24

CAPABILITY SHIFT

ChatGPT may now return faster responses for some questions when it has a high-confidence answer. These responses do not use memory, personalisation, or chat history. It is on by default for all users across all plans. There is no visible indicator when it activates. Users can opt out in Personalisation settings.

ORGANISATIONAL CONSEQUENCE

The same interface may behave differently across interactions depending on conditions the user cannot see. Staff who rely on ChatGPT retaining context may intermittently receive responses that ignore it, without knowing when this happens. Internal guidance that describes ChatGPT as always using memory may no longer be accurate.

WHAT TO WATCH

- Staff reporting inconsistent responses despite established memory
- Workflows that depend on ChatGPT referencing prior conversations
- Internal materials that describe ChatGPT as always using memory.

WHY THIS MATTERS NOW

OpenAI deployed this as a default-on change on 22 April 2026. This may already be affecting users across the organisation. This may result in inconsistencies that are not visible to the user.

WHAT TO REVIEW

- Whether staff are aware ChatGPT may not use memory in some responses
- Internal guidance that assumes consistent use of context
- Workflows where ChatGPT's retention of prior context is essential
- Whether the opt-out has been configured on managed accounts.

GOVERNANCE CONTEXT

Context may not be applied in all responses. This may affect visibility: the same tool, same interface, same interaction, but different behaviour with no signal to the user. Continuity assumptions may not hold because context retention is now conditional on factors the user cannot observe.

Scope Boundary: This artefact translates observed platform capability changes into operational considerations. It does not constitute policy, legal advice, or enforcement guidance.